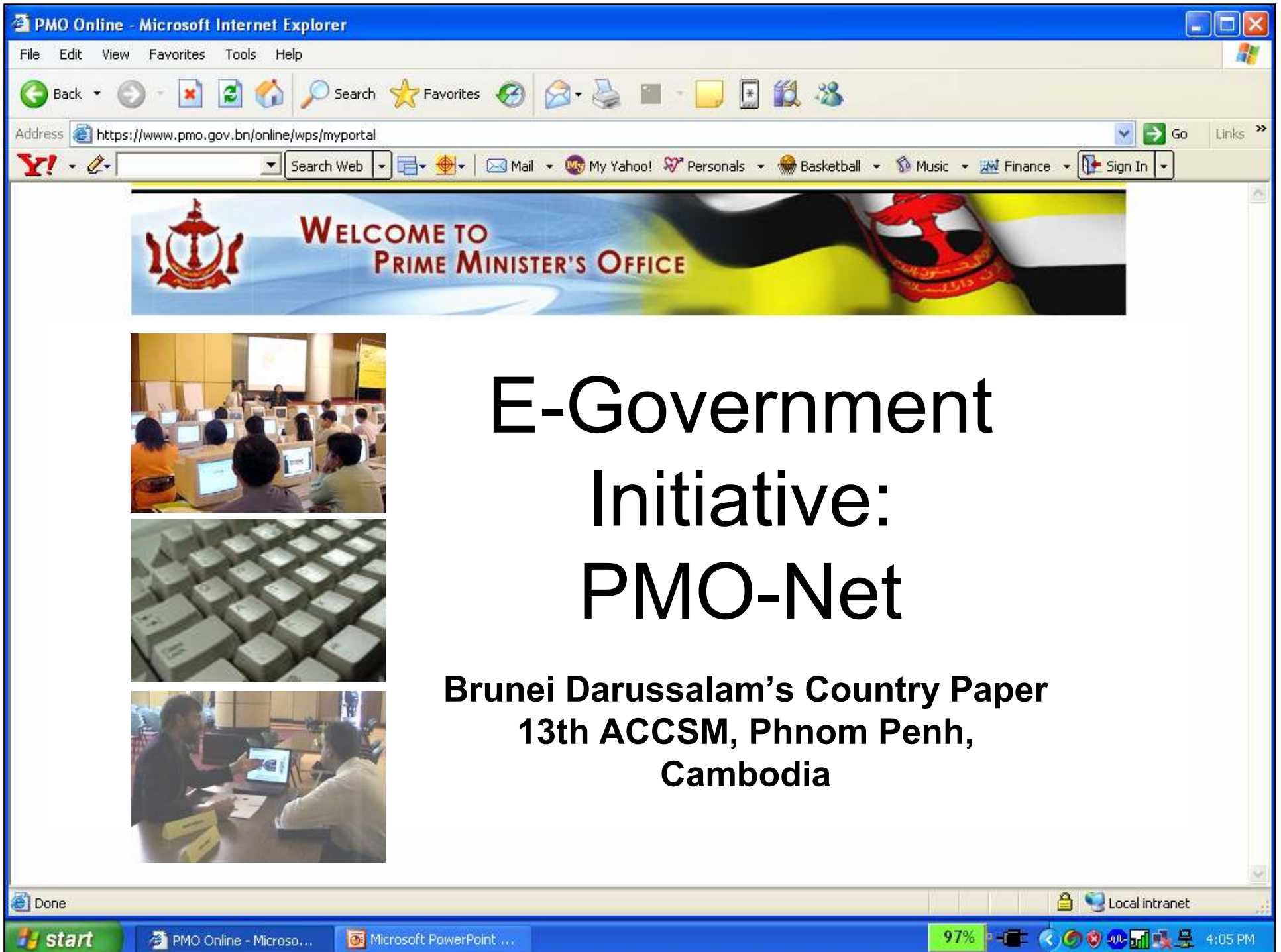


TECHNICAL PAPER
E-Government Initiative:
PMO-Net



E-Government Initiative: PMO-Net

**Brunei Darussalam's Country Paper
13th ACCSM, Phnom Penh,
Cambodia**

CONTENT



- The Government Agenda
- PMO-Net
- KPIs
- CHANGE
- PMO-Net Applications
- Inside the PMO-Net CEO

The Journey Towards e-Government

At the national level, the Brunei government has established a number of core strategies and specific goals to support and realize the e-Government vision

We define e-Government as being the technology-enabled *transformation* (not automation) of government processes based around *customer need* rather than administrative convenience.

“To be an e-smart Government in line with the 21st century civil service vision”

**National Drive
Towards Paperless
Society**

**Public Sector
drives towards e-
Government**

**Private Sector
drives towards e-
Business
programs**

To establish institutional framework

**To establish e-Government
Architecture**

**To establish Monitoring and
Regulatory Mechanisms**

**To establish e-Government
Infrastructure**

**To deploy common e-Government
Application and Services**

**To deploy specific e-Government
Application and Services**



**E-Govt.
Foundation
Development**

**E-Govt.
Integrated
Services**

**E-Govt.
Trans-
formational**



PMO-Net

Increase Operational Efficiency

- Improve data collection and processing
- Streamline processes
- Utilise resource effectively

Improve Customer Service

- Provide more efficient/convenient service
- Improve service delivery time
- Improve service offerings/more personalised and customised service

Improve Organizational Effectiveness

- Improve process/ organisation/ technology interoperability
- Facilitate effective decision making and policy formulation
- Enhance employee skill & productivity



Improve Financial Position

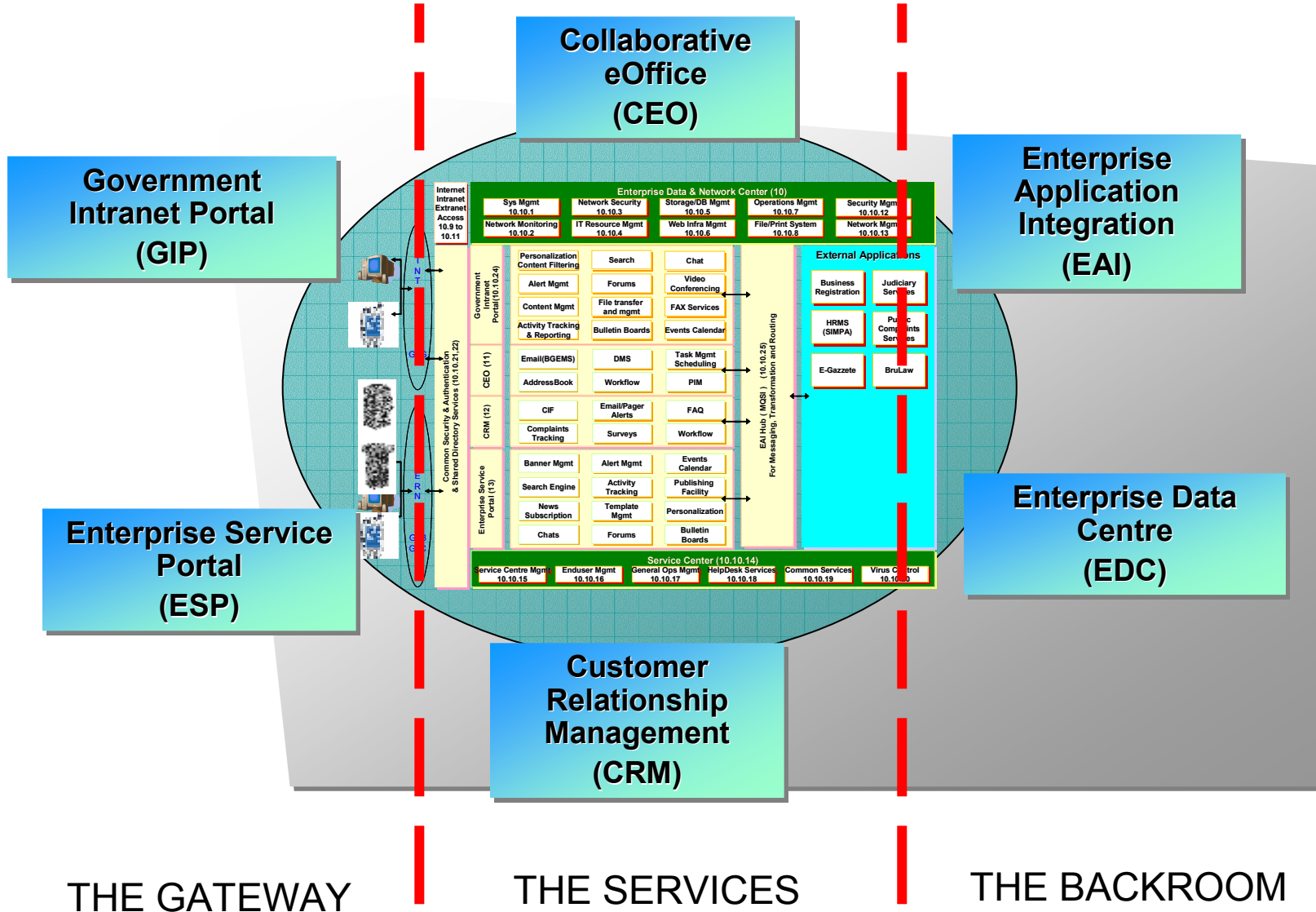
- Reduce operational expenses
- Reduce service delivery costs

Enhance Economic Development

- Attract and retain business
- Enable business/ease the burden of interactions

✓ **Quick Wins**

PMO-Net



ESP/GIP – Objectives and Key Requirements

Objectives

- To be more **customer-focused**, by making government related information and online services more organised according to the needs of the customers
- To provide **reliable and easy access** to government information and services e.g. obtaining forms without having to drive down to the agency office
- To **encourage joined-up services** amongst government agencies in providing comprehensive, integrated services to the customers
- To **provide capability for quicker response** to improve government efficiency and effectiveness

Requirements

- Provide a single, common point of access to Government related information and services
- Aggregate and group information/services by various categories/topics for ease of access and searching based on needs
- Allows for a common and consistent “Look & Feel” to provide convenience and increase the usage and utilisation of existing services
- Ensure reliable services that are available 24 x 7 x 365
- Deploy security measures, e.g. user authentication, PKI, single sign-on

CEO – Objectives and Key Requirements

Objectives

- To support **common and universal needs** of PMO office environment
- Promote **effective work environment** in a familiar and intuitive way and at the same time supports processes, regardless of location and time
- To leverage internal capability, skills, **facilitate communication and promote sharing of knowledge and experience** amongst employees
- To increase the ability **to manage its information and to allow reuse of existing information** to optimise cost of information sourcing and distribution

Requirements

- Provide a simple and common platform for all level of interaction from communication, meeting arrangement to more structured office support processes
- Develop an electronic office for PMO and its agencies for more effective collaboration.
- Develop more web-based office application such as Leave and Claims applications
- Implement effective means to accommodate knowledge sharing and management
- Ensure reliable and high availability of services

CRM – Objectives and Key Requirements

Objectives

- **Increase customer satisfaction** through building a more effective multi-channel service delivery model
- Allow **convenient access** to the same information and service request capabilities, with the same level of service, regardless of the channel – over the phone, online, or in person
- To **provide capability for quicker response** and develop a **proactive** management of relationships with PMO's customers

Requirements

- Provide a single point of contact for selected services (e.g. complaint, query, reporting etc) offered by disparate agencies/ departments
- Allow structured handling of cases reported via case logging, tracking and routing to agency responsible
- Implement effective means for case analysis and monitoring
- Build knowledge repository
- Capture customer latest details

Enterprise Data Centre- Objectives and Key Requirements

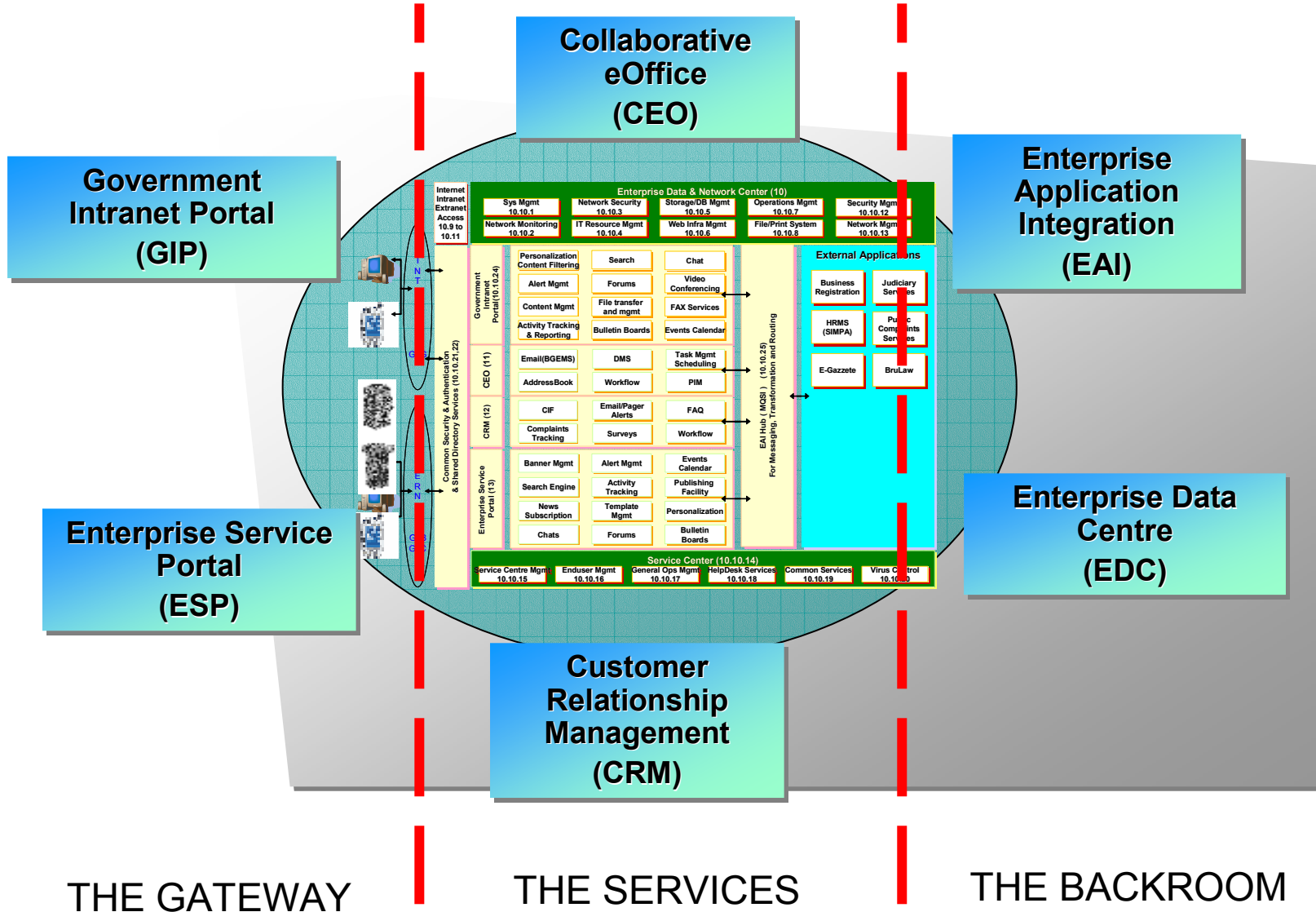
Objectives

- Be **responsive and adaptive** to business and technology environment change
- Allow **scalability** in meeting business growth and the emerging customer demand and employee needs
- Able to drive business performance at high levels of **productivity and capital efficiency**
- Provide **secured and reliable technology environment**

Requirements

- Establish an inter-connected environment for PMO and its agencies, customers, partners and suppliers internally and externally
- Build a data centre to facilitate co-location of facilities, to manage and support operations of the agencies
- Deploy enterprise application integration to facilitate end-to-end service offerings through integration of heterogeneous and legacy systems
- Deploy Enterprise System Management for performance monitoring and management

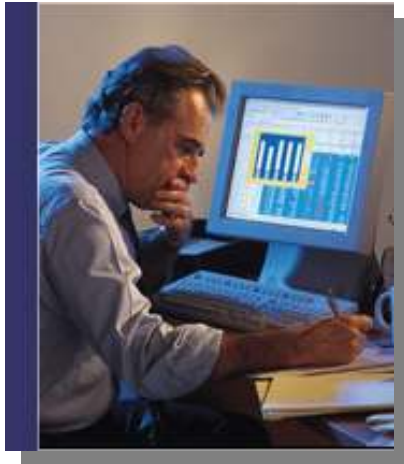
PMO-Net



KEY PERFORMANCE INDICATORS

KPI – Improve Customer Service

- No of Users of facility
- Percentage of increase of usage of facility
- Percentage of user satisfaction
- Quantity and percentage of increase service offerings on facility
- Number of services used and converted online

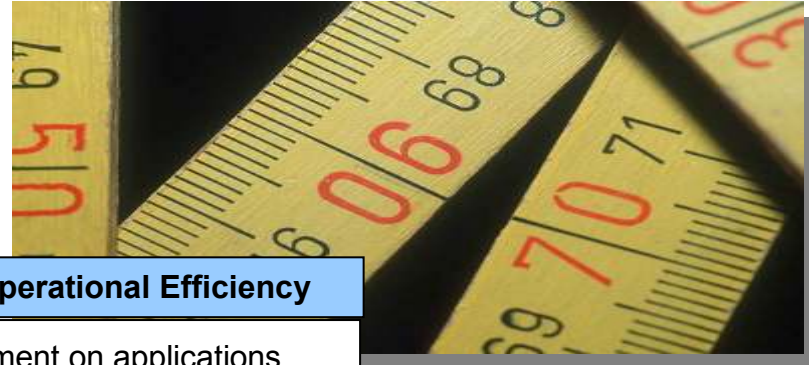


KPI – Increase Operational Efficiency

- Time measurement on applications and approvals
- Time measurement for response time
- Duration of system uptime and downtime
- Time to recover system time when it's down
- Numbers of PCs, users and licenses

KPI – Improve Organizational Effectiveness

- Number of communications via e-mail or e-meeting
- % of employees upgrading their skills with new technologies and techniques
- # of training conducted
- # of training days/ employee
- # of cases resolved for a specific period



Why Change Management is a vital enabler for the success of the PMO-Net project

The extent to which PMO realizes the benefits of the e-Government initiative depends fundamentally on the level of acceptance and commitment to the intended changes.



Establishing an entire electronic government system warrants challenges of its own, but getting the impacted employees to accept and embrace these changes will be critical and requires conscious effort to achieve and sustain.

PMO-NET APPLICATIONS: CEO

My Team Workplace (Team Room)

- Document Management
- My Filespace



Applications

- Leave Request
- Out-of-State Travel Request
- Material Request

PMO-NET APPLICATIONS: CEO

PMO Online Portal

- Sign-in
- Staff Attendance
- Employee Contact Search
- Portal Content Information Services

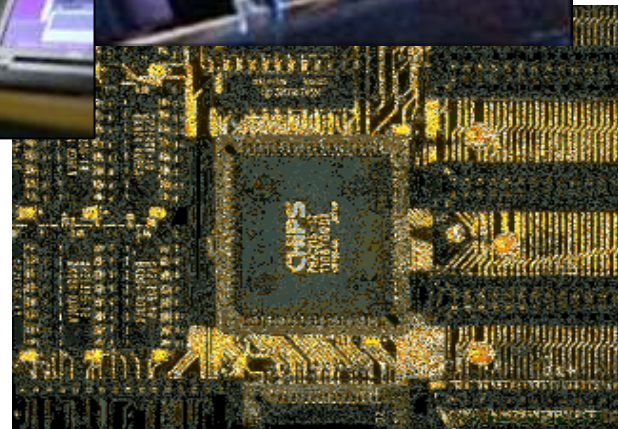
My Work

- E-mail
- Calendar
- To-Do List
- Contacts
- Notebook
- Instant Messaging
- E-meeting



What are the challenges

- People
- People
- People
- System
- Technology



THANK YOU